

In accordance with Outlook's Pandemic Response Plan we are taking the following actions to limit the spread of the COVID-19 virus and to ensure we can continue to provide services to our customers ensuring the health and safety of all involved. We will:

- Provide standard precautions, such as personal protective equipment e.g. gloves, hand sanitizer, and adherence to good hygiene practices.
- Maintain services and operations throughout the period of concern, where possible, however in certain circumstances we may have to cancel services at short notice.
- Outlook may, at its discretion, direct those affected or reasonably at risk of being affected by coronavirus, or those who do not follow the safe practices outlined below to remain away from Outlook.
- Enforce the practices, with our staff and customers, recommended by the Commonwealth Chief Medical Officer.

How we can help prevent the spread of coronavirus.

Practicing good hand and sneeze/cough hygiene and keeping distance from others when sick (self isolation) is the best defense against most viruses. This includes:

- Washing hands frequently with soap and water, before and after eating, and after going to the toilet. Alternatively using an alcohol-based hand sanitizer.
- Covering coughs and sneezes, disposing of tissues, and washing hands thoroughly with soap and water.
- If unwell, avoid contact with others and seek medical advice.
- Exercise personal responsibility for social distancing measures.

What is social distancing?

Social distancing is one way to help slow the spread of viruses such as COVID-19. Social distancing includes;

- staying at home when unwell,
- avoiding large public gatherings if they're not essential,
- keeping a distance of 1.5 metres with other people whenever possible and
- minimising physical contact especially with people at higher risk of developing serious symptoms, such as older people and people with existing health conditions.

There's no need to change the daily routine but taking these social distancing precautions can help protect the people in our community who are most at risk.

Who needs to isolate?

All people who arrive in Australia from midnight 15 March 2020 or think they have been in close contact with a confirmed case of coronavirus, are required to self-isolate for 14 days.

Symptoms of coronavirus.

Symptoms can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

Support is available if concerned about COVID-19 or if distressed because of self-quarantine or sick.

The **Coronavirus Health Information Line** operates 24 hours a day, seven days a week. [1800 020 080](tel:1800020080)

Yours Sincerely

Sam Sondhi
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